



About Step Therapy

The ClearScript Step Therapy program promotes the cost-effective use of medications when more than one drug is available to treat a medical condition.

Clinical Reviews, Claim Denials and Appeals

Drugs requiring step therapy may require your doctor to request a clinical review to determine coverage. Your doctor can submit a request for clinical review on your behalf by contacting the number on the back of your ID card or by completing the Authorization Request form found on the ClearScript Member page.

Clinical review decisions are based on criteria developed from peer-reviewed publications, evidence-based research, and widely accepted medical practice.

Filing an appeal

If you are not satisfied with a coverage decision, you have the right to file an appeal according to the process outlined in your plan's Summary Plan Document. Please refer to your benefit plan documents for information on your Rights of Appeal and the appeal process.

If you decide to file an appeal, you will be asked to provide written information to support your appeal. The appeal will be reviewed by different individuals than those who made the original decision.